

FORM PTO-1440 (Modified) INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.98(b))		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00101		Serial No.: 10/632,615		
				Applicants: Carl Schoeneberger et al.		Filing Date: July 31, 2003		Group Art Unit: 2661
		U.S. PATENT DOCUMENTS						
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
/BTO/	AA	6,301,480 B1	10/09/2001	Kennedy, III et al.	455	445	09/05/1997	
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FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
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Examiner:	/Brian O'Connor/ (12/12/2007)			Date Considered:	12/12/2007			
EXAMINER:	Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

FORM PTO-1449 (Modified)	JUL 11 2005	U.S. Department of Commerce Patent and Trademark Office INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.98(b))	Attorney Docket No.: NUASI-00101	Serial No.: 10/632,615
			Applicants: Carl Schoeneberger et al.	
			Filing Date: July 31, 2003	Group Art Unit: 2661

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
/BTO/	AA	6,144,667	11/07/00	Doshi et al.	370	401	08/07/97
/BTO/	AB	6,289,001 B1	09/11/01	Smyk	370	216	10/15/99
/BTO/	AC	6,615,235 B1	09/02/03	Copeland et al.	709	203	07/22/99
/BTO/	AD	6,781,959 B1	08/24/04	Garakani et al.	370	242	07/31/00
/BTO/	AE	6,868,059 B1	03/15/05	Jones et al.	370	216	04/24/01
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				Applicants: Carl Schoeneberger et al.	
				Filing Date: July 31, 2003	Group Art Unit: 2661

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
/BTO/	AA	6,704,412 B1	03/09/04	Harris et al.	379	269	09/24/98
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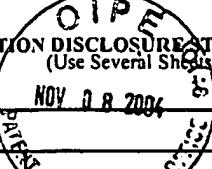
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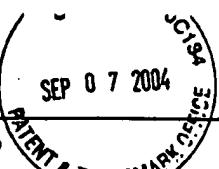
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Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patente	Class	Subclass	Filing Date	
/BTO/ AA	6,463,148 B1	10/08/02	Brady	379	265.01	10/10/00	
/BTO/ AB	6,493,695 B1	12/10/02	Pickering et al.	706	47	09/29/99	
/BTO/ AC	6,584,191 B1	06/24/03	McPartlan et al.	379	265.02	08/27/99	
/BTO/ AD	6,665,395 B1	12/16/03	Busey et al.	379	265.09	12/11/98	
/BTO/ AE	6,697,858 B1	02/24/04	Ezerzer et al.	709	224	08/14/00	
/BTO/ AF	US 2001/0024997 A1	09/27/01	Sugano et al.	477	2	02/20/01	
/BTO/ AG	US 2004/0054743 A1	03/18/04	McPartlan et al.	709	206	07/31/03	
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/BTO/ AU	"Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken,Germany, pages 158-165.						
/BTO/ AV	"The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273.						
/BTO/ AW	"Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.						
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Patent and Trademark Office

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Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2661

U.S. PATENT DOCUMENTS

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/BTO/	AA	6,445,695 B1	09/03/02	Christie, IV	370	352	12/31/98
/BTO/	AB	6,529,499 B1	03/04/03	Doshi et al.	370	352	09/22/98
/BTO/	AC	6,674,713 B1	01/06/04	Berg et al.	370	217	02/23/99
/BTO/	AD	6,687,251 B1	02/03/04	Mousseau et al.	370	401	12/08/99
/BTO/	AE	6,766,377 B1	07/20/04	Grabelsky et al.	709	238	08/24/00
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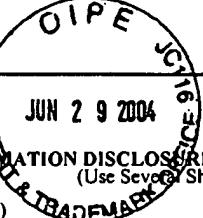
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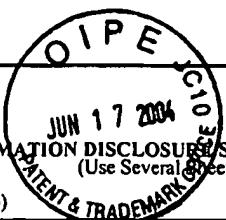
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				Applicants: Carl Schoeneberger et al.			
				Filing Date: July 31, 2003		Group Art Unit: 2661	
U.S. PATENT DOCUMENTS							
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patente	Class	Subclass	Filing Date
/BTO/	AA	5,282,243	01/25/94	Dabbagh et al.	379	201	11/06/92
/BTO/	AB	6,188,673 B1	02/13/01	Bauer et al.	370	252	09/02/97
/BTO/	AC	6,639,982 B1	10/28/03	Stuart et al.	379	266.03	08/10/00
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Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
/BTO/	AA	5,390,295	02/14/95	Bates et al.	395	157	12/20/91
/BTO/	AB	5,491,795	02/13/96	Beaudet et al.	395	159	05/02/94
/BTO/	AC	6,046,741	04/04/00	Hochmuth	345	348	11/21/97
/BTO/	AD	6,225,998 B1	05/01/01	Okita et al.	345	356	12/02/97
/BTO/	AE	6,266,058 B1	07/24/01	Meyer	345	339	09/08/98
/BTO/	AF	6,590,596 B1	07/08/03	Rector	345	810	05/21/99
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FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

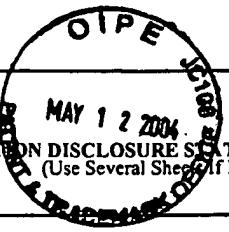
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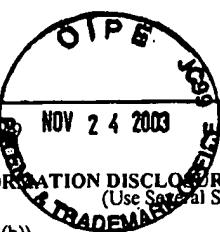
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				Applicants: Carl Schoeneberger et al.				
				Filing Date: 07/31/03		Group Art Unit: 2661		
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/BTO/	AA	5,459,780	10/17/95	Sand	379	265	01/31/94	
/BTO/	AB	6,611,590 B1	08/26/03	Lu et al.	379	265.09	09/29/99	
/BTO/	AC	6,577,726 B1	06/10/03	Huang et al.	379	265.02	03/31/00	
/BTO/	AD	6,678,718 B1	01/13/04	Khouri et al.	709	204	08/29/97	
/BTO/	AE	US2002/0071541 A1	06/13/02	Cheung et al.	379	215.01	12/12/00	
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						Filing Date: 07/31/03	Group Art Unit:
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/BTO/	AA	6,219,648 B1	04/17/01	Jones et al.	705	8	03/31/98
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/BTO/	AD	2003/0018702 A1	01/23/03	Broughton et al.	709	202	01/30/01
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/BTO/	AA	6,574,218 B1	06/03/03	Cooklev	370	352	05/25/99		
/BTO/	AB	6,678,265 B1	01/13/04	Kung et al.	370	352	12/30/99		
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/BTO/	AB	5,903,642	05/11/99	Schwartz et al.	379	309	09/24/97
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/BTO/	AA	6,046,762	04/04/00	Sonesh et al.	348	16	03/01/97
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/BTO/	AU	"Declaration of Kevin McPartlan", 2 pages					
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FORM PTO-1449 (Modified)		SEP 29 2003 U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00101		Serial No.: 10/632,615	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets if Necessary) (37 CFR § 1.98(b))				Applicant: Carl Schoeneberger et al.			
				Filing Date: July 31, 2003		Group Art Unit:	
U.S. PATENT DOCUMENTS							
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
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	AJ						
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS							
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation
							Yes No
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